

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	992	1,029	-4%
	Admits	486	691	-30% ▼
	Discharges	449	611	-27% ▼
	Service Hours	872	1,006	-13% ▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	582	55.0%
	Crisis Services	445	42.1%
	IOP	31	2.9%

Consumer Satisfaction Survey

(Based on 99 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Respect		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		84%	80%	83%
✓ Recovery		82%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	102	10%	16%
26-34	155	16%	23%
35-44	156	16%	20%
45-54	246	25%	24%
55-64	195	20%	14%
65+	129	13%	4%

Gender	#	%	State Avg
Female	552	56%	▲ 40%
Male	440	44%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	811	82%	75%
Hispanic-Other	101	10%	6%
Unknown	46	5%	6%
Hisp-Puerto Rican	24	2%	12%
Hispanic-Mexican	6	1%	0%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	771	78%	▲ 65%
Other	120	12%	14%
Black/African American	62	6%	▼ 17%
Unknown	19	2%	3%
Asian	13	1%	1%
Multiple Races	6	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	46	-33% ▼
Admits	34	44	-23% ▼
Discharges	35	45	-22% ▼
Service Hours	14	11	27% ▲
Social Rehab/PHP/IOP Days	0	0	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	71%	50%	71%	21% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		17	68%	90%	57%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	93%	60%	72%	33% ▲
✓ Stable Living Situation		41	100%	95%	78%	5% ▲
✓ Improved/Maintained Axis V GAF Score		30	86%	75%	73%	11% ▲
● Employed		4	10%	30%	16%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	60%	-7% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 83%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A N/A

Cooccurring	Actual	State Avg
✓ MH Screen Complete		82% 82%
SA Screen Complete		68% 81%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%
✓ Valid Axis V GAF Score		100% 82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
Services													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 5 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	582	583	0%
Admits	3	8	-63% ▼
Discharges	4	5	-20% ▼
Service Hours	858	995	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	54%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	19%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	45%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	1%	30%	19%	-29% ▼
● Social Support		40	7%	60%	55%	-53% ▼
● Improved/Maintained Axis V GAF Score		3	1%	75%	51%	-74% ▼
● Stable Living Situation		43	7%	95%	81%	-88% ▼

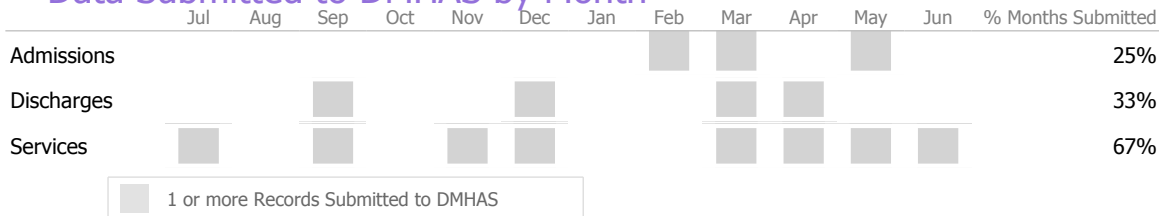
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		306	53%	90%	87%	-37% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	445	474	-6%
Admits	449	639	-30% ▼
Discharges	410	561	-27% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request	<div><div></div></div>	449	72%	75%	73%	-3%
● Community Location Evaluation	<div><div></div></div>	12	2%	80%	47%	-78% ▼
● Follow-up Service within 48 hours	<div><div></div></div>	60	22%	90%	49%	-68% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs